GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1231
ANSWERED ON:07.03.2002
ALTERNATE ARRANGEMENTS IN RAILWAYS IN CASE OF COMPUTERS FAILURE
MOHAN RAWALE

Will the Minister of RAILWAYS be pleased to state:

(a) whether there is no alternate arrangements in the railways to tell the position of reservation in case of computers failure throughout the country;

(b) if so, whether the Government have made any arrangements to avoid inconvenience to the passengers in such a situation;

(c) if not, the reasons therefor; and

(d) the time by which alternate arrangements would be made by the Government to tell the position of reservation in case of computers failure?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINIST RAILWAYS (SHRI O.RAJAGOPAL)

(a) to (d) It is a fact that position of reservation on real-time basis is not available in case of failure of Central Computers. However, in the event of computer failure, on the day of the departure of train, the position of reservation, updated upto the close of the previous day, can be obtained from skeleton charts displayed at the platform at the time of departure of a train.

For minimizing the computer failures, upgrading of existing computers and creation of redundancies is an on- going process. Indian Railways have recently, inducted latest state-of-the-art Alpha computers, in order to improve reliability. These computers help quick restart of reservation services by way of achieving speedy system reboot etc. Failure rate of these servers is also very low.